

Date: November 4, 2008

Alert Number: 0007

To: All Providers

Re: Claim Denials Due to National Provider Identifier Problems Will Appear on the Remittance Advice Under an Active Provider Certification

Claims, including Medicare crossover claims, will continue to deny if ForwardHealth cannot uniquely match the provider submitting the claim to a single provider certification on file based on the National Provider Identifier (NPI) and related data indicated on the claims. Effective with the implementation of ForwardHealth interChange, these claim denials will start reporting on the Remittance Advice (RA) for one of the provider's active certifications associated with the NPI.

For example, one NPI is associated with a hospital and a physician clinic. A claim was denied because ForwardHealth interChange could not match the provider on the claim to one certification. The denied claim could appear on either the RA for the hospital or the physician clinic. To avoid this situation, providers should always include the NPI-related data (the designated taxonomy code and the ZIP + 4 practice location code) on their claims.

Please call Provider Services at (800) 947-9627 if you have any questions.

Informational